



# INFORMATION MANAGEMENT ELECTRONIC NEWS LETTER

"Improving Customer Awareness through better Communications"

Vol 2 Rel 2

November 2000



## USACE DIM / CIM Conference

### November 2000:

USACE Information Management community held its DIM / CIM conference in Atlanta during the month of November. The following

information is an update of key Information Technology (IT) programs and initiatives occurring across the Corps:

- ◆ **AIS/IT Deployments (What is in the pipeline?).** Jim Johnston (CECI-C) & Dave Furr (CECI-H, for JoAn Stolley) CECI has established "liaison POCs" to coordinate information with the field for the major AIS/IT deployments. Jim Johnston's Division addresses systems in CW and MP. JoAn Stolley's Division addresses systems in all the other organizations.
- **P2 (i.e. PROMIS replacement).** Deployment 2001/2001 (note SPD is a pilot test site). Cost to field, 37% increase over PROMIS. P2 will use a single database and TCP/IP communications protocol. Computer Science Corporation (CSC) is the development contractor.
- **ENGLink.** AIS to support command and control of emergency operations.
- **PAX, DD-1391, and CAPCES.** Web PAX is expected to be fielded by the end of the calendar year. Users can already access Web CAPCES and Web 1391.
- **CWMS (Civil Works Water Management System).** Milestone II approval obtained, 30 Nov 1999. Deployment schedule, 1 Jul 2001 to 31 Dec 2002. CWMS Advisory Group met 28-30 Nov 2000, to discuss and recommend a system architecture. Some alternatives considered, two central sites, regional sites, and district site.
- **SPS/PD2.** Revisiting/updating the economic analysis (EA) on the Corps' centralized architecture decision (CITRIX servers) of deploying SPS, per Chief's tasker. Target date for SPS release V4.1e is 27 Dec - 5 Jan 2001.
- **Contract Compliance System.** System is envisioned to track prime contractor performance relative to minority subcontracting goals. Wilmington District is a pilot site for Proof of Concept."
- **Facility Equipment Management (FEM).** IOC in Portland District, Jul 2001. Working CITRIX architecture, CEFMS/APPMS/REMIS interface agreements, and deployment & training plans. VIMS will go away, once FEM is deployed.
- **CEFMS II.** Discussing requirements for a CEFMS II. The CIO is advising CERM that this should be a formal project with an appointed PM, and that the revalidation of business rules, efficiencies, and new requirements would be at least a 12-month effort.
- **MDCPDS (Modern Defense Civilian Personnel Data System).** Deployment underway at the 10 Army regional CPOCs. Army funding for Business Objects Licenses (1 per CPAC and 25 per MACOM) is a potential problem (\$300 per copy). The CIO (Wil Berrios) will address this issue.
- **TMIS (USACE Training Management Information System).** Centrally deployed through HNC and to be web enabled.
- **REMIS GUI.** The GUI version of REMIS is fully deployed. CERE plans to consolidate HAPMIS DB and RFMIS DB with REMIS in FY01 & FY02 respectively.
- **AEAS (Accident Experience and Analysis System, previously known as SIMS).** Targeted for beta test, Mar 2001, and deployment, May 2001, web enabled on a centralized server.
- **EAD (Encoded Archival Description).** This is a COTS for research/archival/manuscript/multimedia collections. In early planning phase. CEHO wants to use the current Library of Congress system. Beta test at HQ, then Corps-wide, the for public usage. Deployment in FY01.
- **CLL (Corporate Lessons Learned module).** Embedding lessons learned modularity into an AIS, rather than in a separate system was approved by the DCG in Mar 2000. The materiel developer is CERL, and CECI is the functional proponent. The CLL module has been successfully embedded into the Design Review & Checking System. Other interested AISs: RMS, P2, and CW O&M.
- **KM (Knowledge Management).** Still gathering comments on USACE KM Strategic Plan (25 Aug 2000 draft version). Comments also coming from the SLC session on KM: 1) continue developing the KM Strategic Plan, 2) allocate significantly more dedicated resources, 3) build an Enterprise Portal, and 4) radically change corporate applications process.
- **URLs for Corporate Licensing Matrix.**

<http://corpsinfo.usace.army.mil/ci/liaison/liaisonproducts.html>



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<http://corpsinfo.usace.army.mil/ci/a2k/Trg/Used.htm>

Discussion: A request was made that CECI develop a comprehensive plan that addresses AIS deployments, IT/IM documentation, and training (as applicable) for the IT organization across the Corps to aid the field with the deployments. The CIO agreed with the request.

- ◆ **Standard IM Business Process:** York Yarbro (CEMVD-IM, for Jim Waller). York presented the results of an RMB chartered, Division-wide PAT, which reviewed the IM/IT cost disparities between Districts, evaluated cost distribution methods, and established high level of consistency in IM/IT business practices. The PAT found large differences in the use of the mandated RF accounts, numerous distribution inconsistencies, the accounting ER uses unclear terminology and outdated accounting practices for today's technology. Recommendation: CECI champion a Corps-wide standard IM business process for RF accounts using the MVD analysis as the model. (Note: We have started a similar effort. Claudia has been gathering FY01 IMO budget information from all Districts and formatting it in the MVD analysis format. This is in pursuit of a BG Madsen tasking from the last HQ Command Staff Inspection of SPD.)

- ◆ **IT Classifications / Resource Codes:** Peggy Ballman (CENWD-IM). At the last Regional CIO meeting (Aug 2000), a proposal was made to extract information from the IMO Operating Budgets in CEFMS for ITIPS data entry, rather than performing the manual data entries. The proposal depended however, on Corps-wide budget consistency. Since NWD performed a similar analysis as MVD did above, the CIO requested that they compare and analyze their studies. The two Divisions met and found that there were no inconsistencies in: 1) the way IT/IM costs are budgeted and tracked, 2) the way Revolving Fund (RF) codes are used, and 3) the understanding of the ITIPS IT Classifications. To achieve consistency, MVD standardized their RF codes, while NWD standardized their IT Resources codes. As a next step, MVD, NWD, and SPD met with CECI-TR (7-8 Nov 2000) to further define and clarify the standardization items. Items discussed:

ITIPS IT Classifications, IT Resource Codes, RF Accounts, and IT/IM Business Process Standards for planning, budgeting, and execution of the IT/IM Program. Peggy presented the meeting results of proposed ITIPS IT Classification changes and IT Resource Codes. The group additionally recognized the need for a broader IM workgroup and RM community participation. Recommendations: 1) accept proposed ITIPS IT Classifications changes, 2) accept proposed standard IT Resource Codes, 3) the CIO seek CERM support and assistance for the enforcement of the ER governing IT/IM cost accounts, and 4) the CIO establish a working team to further define standardized IT/IM Business Processes.

Discussion: There was lots of discussion with many side issues stated and addressed. Cathy Sheridan (CECI-TR) will staff #1 with the other CECI staff and finalize. We tabled #2 until the last day, but unfortunately we did not cover it due to time constraints. I'm not sure on the outcome of #3 and #4, so I will wait for the CECI meeting minutes, or separately pursue them with the CIO or Cathy Sheridan.

- ◆ **EDMS Economic Analysis (EA) Update:** Gary Maul (CENAB-EN). An EDMS involves document management (DM), workflow (WF), and records management (RM). Six alternatives were considered, all to use customized COTS and hybrid user interface. The recommendation is Alternative #4, decentralized server & outsourced support staff. The 10-year life cycle cost is \$653 mil, benefits \$2,694 mil, with an ROI of 312%. Average investment costs: \$0.5 mil for a small (<300 FTE) site, \$2.2 mil for a medium (301-800 FTE) site, and \$4.3 mil for a large (>800 FTE) site. Total Corps investment, \$137 mil.

**Implementation Strategy:** Complete EA before proceeding. Centrally fund software/hardware & design using PRIP funds. Use an EDMS services consultant to assist in Corps-wide deployment. Select implementation contractor (software) to integrate USACE usage standards in COTS package and for software, training, & implementation services. Conduct test of usage standards on COTS. After site deployment, implement fee-for-service to repay PRIP.

**Corporate Program Management:** Program direction & management. Evaluation of requested changes. Contract management.



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**Centralized management:** Helpdesk. System administration. System changes & updates.

**Site Operations:** System administrations - tapes, power, etc.. Production scanning staff.

**Schedule:** EA/Feasibility Phase - Services contract awarded, 9 May 2000; Draft EA, Sep 2000; Final EA, Dec 2000; Congressional Approval (i.e. for PRIP authority), Apr 2001. Design Phase - start May 2001. Deployment - Sep 2003 - Oct 2005 (ending of FY02 to beginning of FY06); phased approach, DM & RM first, with WF last.

**Discussion:** The functional proponent for EDMS is the CIO (CECI). This will be a mandatory AIS, not an EDMS Program for optional use. I raised the concern that a District IMO must not only support the deployment of this AIS, but as the field functional proponent, defend its mandatory use, as well as the associated increase in the District's overhead budget that will finance this AIS. This will be a big challenge to achieve locally. When fully deployed, if EDMS has a large end-user base, I raised the adequacy issue of the centralized management concept for outsourced support, operations & maintenance. The CIO noted these comments and recognized the need to explore other sources of financing EDMS.

- ◆ **IT Strategic Plan:** Larry Kennedy (CECI-TA). A graphical overview of Strategic initiatives (i.e. IT Strategic Plan & Information Architecture 2000 Plus), Bridge initiatives (i.e. Technical Reference Guide (TRG)), and Tactical initiatives (i.e. Common Operating Environment (COE), Configuration Management (CM) and Operations) was presented to show the relationship of CECI's various initiatives.

The IT Strategic Plan was presented in four parts: Strategic Focus, Strategic Goal, Technology Note, and Strategic Initiatives.

- ◆ **EMS Test Update:** Jim Chestnut (CESAD-IM) Project Scope: Study the application of an EMS to monitor and control all the computing and communications resources across a select portion of the enterprise. Extrapolate data. Provide an implementation plan to deploy EMS Corps-wide. EMS functions are: Network Management, Asset Management, Software Delivery, Remote

Management, and Helpdesk. The pilot sites are: Wilmington District, SAD HQs, Transatlantic Center (TAC), HQUSACE (view only), Central Processing Center (CPC) (view only). Cost of study and pilot test is \$582k.

Some schedule items are (the project is about three weeks behind these dates): Pilot Project Interim Report - 1 Mar 01, Pilot Project Completion Report - 1 May 01, Draft Corps-wide EMS Architecture & Design - 15 Jun 01, Draft Corps-wide EMS Implementation Plan - 30 Jul 01, Final Corps-wide EMS Architecture, Design, and Implementation Plan - 15 Sep 01.

Project Manager - Jim Chestnut (CESAD-IM); Project Manager (contractor) - John Utterback (NCI Corp., McLean, VA); Site Technical Administrators - Larry Mitchell (CESAW-IM), Elton Shinn (CESAD-IM), Carroll McDonald (CETAC-IM).

EMS software is Computer Associates Unicenter TNG. Capabilities to be tested: Auto Discovery, Application and Database Monitoring, Common Object Repository, Event Management, Problem Management, Security Management, Performance Management, Workload Management, Virus Detection, Asset Management Option, Software Delivery Option, and Remote Control Option.

Discussion: There will be a 20 workday field review of the Pilot Project Completion Report. The implementation plan will be regionally focused (i.e. by MSCs). Pilot test results will be extrapolated for application, Corps-wide.

- ◆ **USACE Windows 2000 Test Status Update, Sam Bradley (CENWP-IM-I).** Phases 1-4: Test operating system and Active Directory. Single and Multiple Domain test completed, mid-Nov. The Single Domain is basically designed for a LAN, not a WAN. Conclusion, Multiple Domain selected as Corps standard. Network impact, background chatter of active directory use about 40% of a 56 kbps circuit (not recommended for links to field sites), 256 kbps circuits and above are fine.

Phase 5: Test BackOffice components (Exchange, SMS, Tahoe, etc.). Started basic functional testing of Tahoe, 18 Oct, started set up for stress testing Exchange 2000, mid-Nov.

Phase 6: Test Corps AIS's that depend on Terminal Server. Will be testing PROMIS, RMS, SPS, and FPI.

Phase 7: Test Corps AIS's that do not depend on Terminal Server. Informational briefing to CECI, mid-Jan 2001. Risk analysis by mid-Feb 2001. Provide



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lessons learned to AIS Project Managers, mid May 2001.

Target Corps-wide deployment start date: 1 Oct 2001.

Discussion: There is a Windows 2000 Server expert in every Division. Training opportunities have been distributed to field elements for their use. Tahoe is Microsoft's step into the Knowledge Management area, and has the document management and workflow functions that are found in an EDMS.

- ◆ **CP-34 Series Classification Standard, GS-22xx, Jeanne Elliott (CEMVR-IM).** Background: OPM is developing a new standard to cover the 0334, 0391, and 0301(I) job series, comments were due this past October. Rock Island District IMO, in conjunction with MVD and CECI, reviewed seven jobs under the new 22xx series. Five were in the 0334 series, and 2 in the 0301(I) series. There was one potential upgrade (10 points into the next higher grade level), and the remainder remained the same. Note that "parenthetical specialty titles" are used, similar to previous automation classification standards.

Some challenges: How do we keep the standards and job description current with technology changes? Where are the expertise and resources to apply the new 22xx standards to existing IM jobs? How does the new standards fit with the new pay scale?

Status: Awaiting OPM response to October 2000 comments.

- ◆ **CEEIS (aka CEAP) Billing Proposal, Gary Drugley (CESWD-IM).** Note new name for CEAP: Corps of Engineers Enterprise Infrastructure Services (CEEIS).

Recommended a flat rate cost distribution based on the number of Userids (i.e. UPASS ids) for FY01. Also, drop the AIS charges from the CEEIS billing.

Discussion: There are large dollar impacts to MVD and NWD, which are not budgeted in their FY01 budgets. The CERM-BF/BA memorandum, dated 28 November 2000, subject "Proposed Change in IT Billing" distributed by e-mail by Dan Troyan (CECI-T) appears to be unclear on the AIS charges issue.

Conclusion: There was consensus on the flat rate method of cost distribution using Userids, and on the elimination of the AIS charges from the

CEEIS billing document. CEEIS billing based on Userids will begin FY02. Field elements should budget accordingly and should review their total Userids usage. FY01 amounts will basically stay the same as FY00. The AIS charges will be dropped from the FY01 CEEIS billing document. CECI will revisit the CERM-BF/BA memorandum with CERM.

- ◆ **Communication Architecture Assessment (aka Health of the Network Study):** Sandy Charlton (CECI-TA). Contractor: Litton TASC. Four Tasks: Communication Infrastructure Survey, Network & Server Assessment, Business Process Assessment, and Network/Server Performance Assessment.

Findings: Lack of bandwidth - circuits that reach 65% capacity should be replaced.

Recommendations:

- Replace 3 COM router - current initiative.
- Provide additional Internet Gateways as backup.
- Use Caching Servers.
- Establish Web Server Farms - 85% of traffic is HTTP competing for bandwidth.
- Centralize router configuration management.
- Optimize code of Corporate Applications (CEFMS).
- LAN/WAN Standardization - Standardize Server and Workstation Configurations
- Use an EMS to proactively monitor and manage the network, system, and applications.
- Systems Engineering & Integration - Establish a centralized team to clearly define existing standards and to establish needed standards.
- Staffing - IM staffing levels are low, should be reviewed to identify a reasonable level of support.
- E-Mail - Decentralization of E-mail servers creates many security risks.
- Business Process - Communicate better with the field, CEEIS lacks authority to enforce configuration management policy over applications (CEFMS).

Discussions: Clarified that a "web server farm" is not a centralization of Internet servers as directed by the former Chief. It is an initiative to optimize the data commo traffic volume by physically placing the application at a specific location on the network. For example, the Engineering Plans & Specs on a CD ROM application, when placed on a web site as an alternative to a CD ROM, would have less impact if placed at the Internet gateway site, thereby





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restricting the inquiries to a LAN, rather than on the CEEIS WAN.

- ◆ **Internet gateways:** With the CISCO routers (replacing the 3 COM routers), we no longer require a NIPRNET gateway at the Internet gateway site, as the CISCO routers are more capable of handling the routing of traffic. This is one less requirement for establishing a local Internet gateway. Army still has reservations of allowing the Corps to establish more Internet gateways at local sites.
- ◆ **CEEIS Activities & Initiatives:** Peggy Wright (CEERD-IV-Z, CEEIS PM). Network Initiatives:
  - Installed CISCO routers over the Thanksgiving Holiday weekend.
  - Retaining selective FTS2000 T1 circuits until replacements from FTS 2001 are in place. (Note-no SPD circuits) CEEIS is recommending to double the number of circuits.
  - Caching Servers - CEEIS has been evaluating various solutions, and recommends their installation.
  - Prioritization - Procuring 10 Sitara QOS 8000 units to help prioritize the data commo traffic for the sites (top 10) with heavy Internet traffic. For example, we can set data commo traffic from CEFMS with the highest priority, thus improving its responsiveness during period of heavy network usage. CEEIS is also recommending to separate the production from Internet traffic. CEEIS will request these sites for \$10k to deploy them. (Note - per Greg Bigelow's 6 Dec e-mail, sent to IMMAIL, SPD is site #10 on the list.
  - CEEIS is recommending: Replacement of all 3 COM equipment owned by CEEIS. Upgrading the corporate firewalls. Implementing EMS tools.
  - Security Initiatives:
    - Contracted with NAI for 6 weeks, to evaluate firewall configurations, testing VPN connections, and developing management/upgrade solution. Plan to brief CECI in early December and send findings to the field.
    - CEEIS developing and implementing policy and procedural changes as a result of the GAO audits.
    - Establishing a Security Operations Center (SOC) in Vicksburg to perform and

monitor security operations and provide an independent oversight.

- AIS Initiative:

Establishing an Integration Testing Team to partner with the AIS developers and functional proponents. Configuration Control Board (CCB) Initiative:

Establishing a CCB to provide CEEIS configuration management, and decision-making & IT asset management support. Includes CPC and WPC computer systems and software, WAN commo equipment, and network & security hardware and software. Chair - USACE CIO, Vice Chair - CEEIS PM, IT Services Division Chief (CECI-T), Architecture Branch Chief (CECI-TA), three D/IMs, 2 C/IMs. Memorandum requesting nominations will be sent to the field soon.

Other Activities:

Addressing alternatives for the Corps' data commo connectivity to the Army's CPOCs.



## *Suggestions*

If you would like to make a suggestion on how we can improve our services or would like to make a suggestion on ways to improve this letter

please fill out our suggestion form. Click here